



# VoiceCool™

Let's **TALK**  
about cool!



## Quick Start Guide





# VoiceCool™

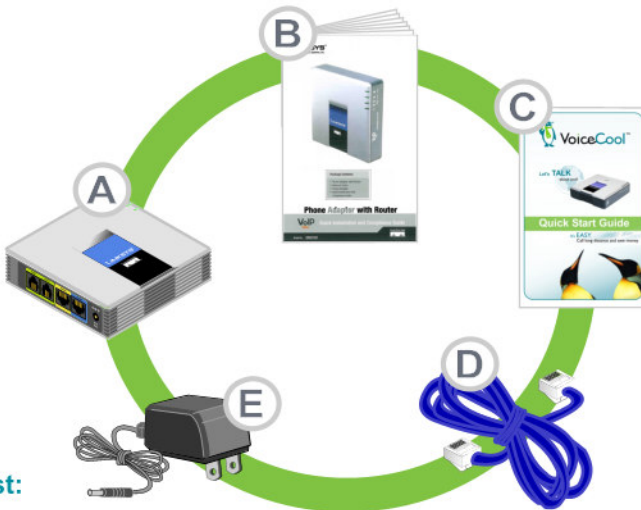
Welcome to the VoiceCool™ Quick Start Guide! To set up your VoiceCool™ service, you will follow one of the two methods that best describes your current Internet setup: “Set up with an Existing Router” or “Set up with No Existing Router”. For more information about VoiceCool, please visit [www.voicecool.com](http://www.voicecool.com).

Your VoiceCool™ number acts as your home phone number. To ensure you do not misplace or forget it, insert your VoiceCool™ Phone Number here:

**YOUR PHONE NUMBER**

## PACKAGE CONTENTS

Please inspect the contents of the VoiceCool™ package before proceeding with the installation. Make sure that you have all the items listed below. If you are missing an item, please contact us at 1-888-986-4232 to speak with a Customer Service Representative.



### Checklist:

- (A) VoiceCool Adapter
- (B) Linksys Quick Installation and Compliance Guide
- (C) VoiceCool™ Quick Start Guide
- (D) Ethernet Cable
- (E) Power Adaptor

# Setup with an Existing Router

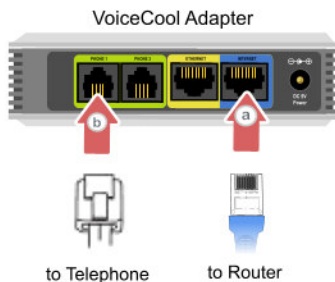
# 1

## STEP 1

Shut down your computer. Unplug your DSL or cable modem and router from the power outlet.

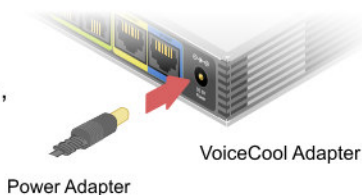
## STEP 2

- Plug one end of the Ethernet cable into an open port on your router. Plug the other end of the cable into the **INTERNET** port on the VoiceCool™ adapter.
- Unplug the telephone cable from your phone jack and plug it into the **PHONE 1** port on the VoiceCool™ adapter.



## STEP 3

Plug in the Power Adapter into the VoiceCool™ Adapter. Plug in the modem, router and adapter into the power outlet.



## STEP 4

Turn on your computer.

## STEP 5

Wait for the green light on your adapter to come on and start calling! ✓

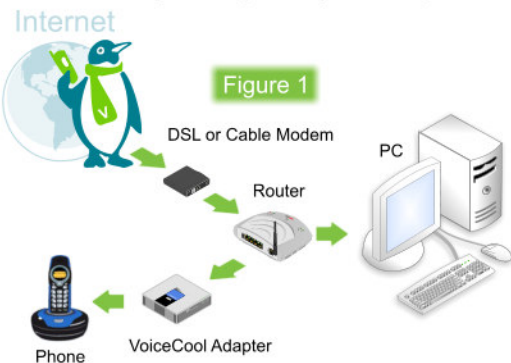


Figure 1 - Your setup with an Existing Router should look similar to this figure. For additional setup scenarios, please see the Alternative Setups section in this Quick Start Guide.

# 2

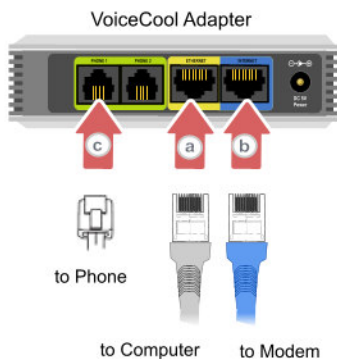
## Set up with No Existing Router

### STEP 1

Shut down your computer. Unplug your DSL or cable modem from the power outlet.

### STEP 2

- a Locate the Ethernet cable that connects your modem to your computer. Unplug the end connected to the modem and plug it into the **ETHERNET** port of the VoiceCool™ adapter.
- b Using the Ethernet cable in this installation kit, plug one end of the cable into your modem and plug the other end into the **INTERNET** port on the VoiceCool™ adapter.
- c Unplug the telephone cable from your phone jack and plug it into the **PHONE 1** port on the VoiceCool™ adapter.

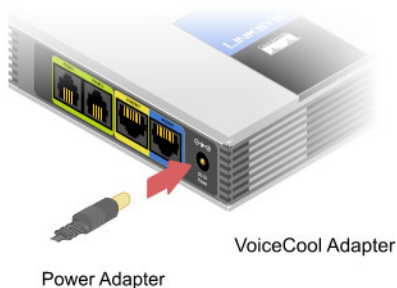


### STEP 3

Plug in the Power Adapter into the VoiceCool™ Adapter. Plug in the modem, router and adapter into the power outlet.

### STEP 4

Turn on your computer.



# Set up with No Existing Router

## STEP 5

### Cable Modem Users

If you are using a cable modem, you are set to go! Start the computer and browse the Internet. If, for any reason you cannot establish an Internet connection on your PC, please contact a VoiceCool™ Customer Service Representative.

### DSL Modem Users:

If you are using a DSL modem, follow the steps below to configure the VoiceCool™ adapter to connect to the Internet.

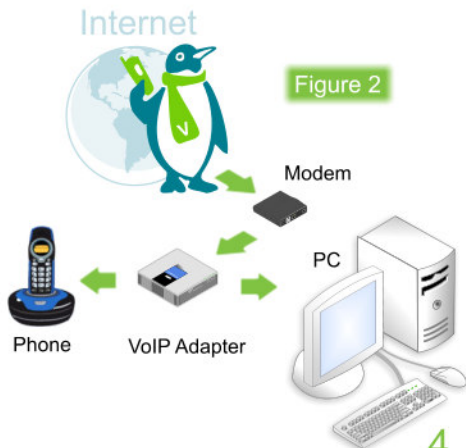
- a Open a browser window on your PC. Type "192.168.0.1" in the address bar to access the admin portal.
- b When prompted, enter "admin" in the Username and Password fields.
- c Click on "Router" and then on "WAN Setup".
- d Enter the (PPPoE) Username and Password that you use for your Internet account in the PPPoE Login and PPPoE Login Password fields. If you do not have this information, contact your Internet Service Provider.
- e Click "Submit All Changes" to save your changes.
- f In your browser window, ensure that you can browse the Internet.

## STEP 6

Wait for the green light on the VoiceCool™ adapter to come on and start calling!



Figure 2 - Your setup with No Existing Router should look similar to this figure. For additional setup scenarios, please see the Alternative Setups section in this Quick Start Guide.



# 3

## Voicemail Menu

### ACCESS VOICE PORTAL

Depending on the way your system is set up, some features may not be available to you and you will not be prompted to those options. In addition, your telephone system may not support some features.

#### VoiceCool™ Portal Access

- > Dial \* 7 7
- from your own phone
- > Enter your Password

- > Toronto: 416.883.2724
- > Vancouver: 604.630.6935
- > Listen to the introductory prompt
- > Login: 6 digits
- > Enter your Password

OR

#### VoiceCool™ Voicemail

- > Dial \* 7 6 from your own phone
- > Enter your Password

### MAIN MENU

0	Access your voice mail
1	Modify your call forwarding rules
2	Manage Outgoing Call
3	Manage your Password

#### REVIEW

New Messages

OPTIONAL:  
Press # to stop listening

#### END-OF MESSAGE OPTIONS

Repeat	1
Save	2
Delete	3
Get information about message	4
Call back to caller	5
Return to previous menu	0

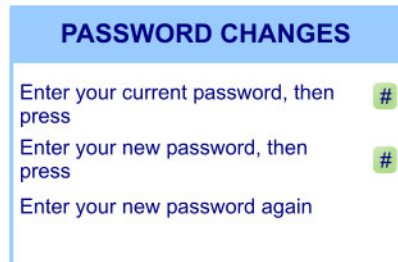
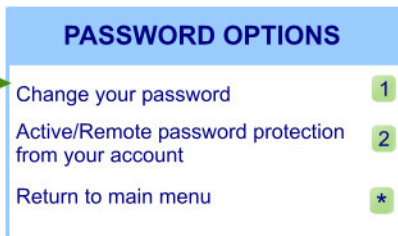
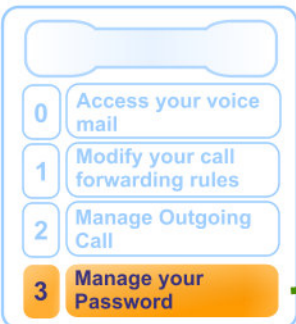
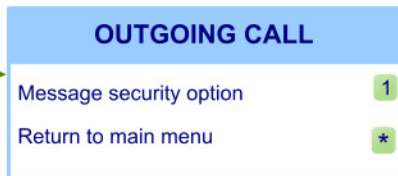
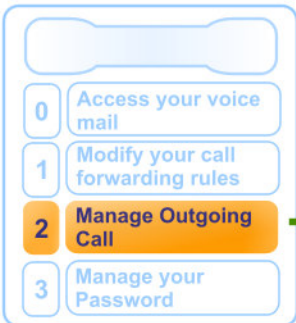
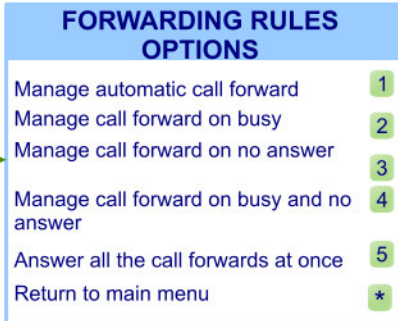
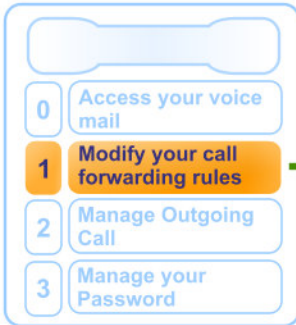
#### VOICE MAIL OPTIONS

Manage message	1	Listen to your saved messages	3	Listen to your name recording	1
Manage voice mail greetings	2	Delete all saved messages	4	Listen to personal greeting	2
Manage password	3	Return to main menu	*	Return to previous menu	*
Access other options	4	Listen to current greeting	1	Activate greeting with your telephone number	1
		Change greeting type	2	Activating greeting with your name	2
		Record new greeting	3	<b>Activating your personal greeting*</b>	3
		Return to main menu	*	Return to the previous menu	*
		Enter your password first, then press	#	<b>Record your name *</b>	1
		Change language	1	Record your personal greeting	2
		Return to main menu	*	Record personal greeting on busy	3
				Return to the previous menu	*
				Change your password	1
				Renew password protection from your account	2
				Return to main menu	*

5

\*Be sure to record a personal greeting before activating this option

# Voicemail Menu



# More Features. More Convenience. More Value.



## Voicemail Details

Max number of days for archived messages:	15
Max number of days for new messages:	90
Max number of archived messages:	7
Max number of new messages:	20
Email notification mode:	email with .wmv file
Message notification:	Message Waiting Indicator
Default greeting:	Your VoiceCool™ number
Max greeting time:	30 seconds
Max record time:	2 minutes

(Note: be sure your email does not filter out .wmv files)

## Recording Voice Messages Using Voicemail

Call from your phone and record the messages using the voicemail feature.

Use the keypad combinations below from your VoiceCool™ phone line to activate, deactivate and check the status of your phone features.

	Activation	Deactivation	Status
Call Forward Unconditional:	* 2 1 + Phone Number	* 2 1 1 *	* 2 1 2 *
Call Forward on Busy:	* 2 2 + Phone Number	* 2 2 1 *	* 2 2 2 *
Call Forward on No Reply:	* 2 3 + Phone Number	* 2 3 1 *	* 2 3 2 *
Call Forward on Busy and No Reply:	* 2 4 + Phone Number	* 2 4 1 *	* 2 4 2 *
Deactivate All Call Forward:		* 2 5 *	
Calling Line Identification Restriction Per Call:	* 6 7 + Phone Number	* 6 8 + Phone Number	
Calling Line Identification Restriction:	* 2 6 0 *	* 2 6 1 *	* 2 6 2 *
Call Hold (Call Waiting):	* 0		
3-Way Conference:	* 0 + Phone Number + * 6 1		
Redial last called number:	* 6 5		
<b>Call back last calling number*:</b>	* 6 9		
Prompt the last calling number:	* 5 7		
Prompt last called number:	* 6 6		
Prompt the number of missed calls:	* 6 4		

\*This feature only works if the calling number was received with the right prefix for long distance and international calls.





## Self-Care Portal Features:

- ✓ Trilingual presentation (English, French and Spanish)
- ✓ Call Settings:
  - ✓ *Calling Line Identification Restriction* - restricts your number from displaying on caller ID when you make a call
  - ✓ *Calling Name Identification Restriction* - restricts your name from displaying on caller ID when you make a call
  - ✓ *Calling Line Identification Presentation* - allows your number to display on caller ID when you make a call
  - ✓ *Calling Name Identification Presentation* - allows your name to display on caller ID when you make a call
  - ✓ *Connected Line Identification Presentation* - displays the number of the person you call
  - ✓ *Connected Name Identification* - displays the name of the person you call
- ✓ Call-Handling Features:
  - ✓ *Call Forward Unconditional* - always forward calls
  - ✓ *Call Forward on No Reply* - forward calls when it is not answered
  - ✓ *Call Forward on Busy* - forward calls when the line is busy
  - ✓ *Reject Calls* - all calls made to you are rejected
  - ✓ *Call Forward on Failure* - forward calls if your VoIP adapter or network is down
  - ✓ Forward calls to Voicemail, an alternative phone number, network announcement or contact user
  - ✓ Control the amount of time before call is forwarded (default 30 seconds)
- Call logs:
  - ✓ Displays last 15 Voicemail, Placed Calls, Received Calls and Missed Calls
  - ✓ Displays up to 60 records in total
  - ✓ "Click to listen" to Voicemails
  - ✓ Phone Book
  - ✓ Quick Dial (Speed Dial)
- ✓ Security
  - ✓ Change your Web Portal Password
  - ✓ Change your Voicemail and Voice Portal Password
- ✓ Voice Portal
  - ✓ Shows keypad combinations to activate, deactivate and check status of phone features

# Using the Self Care Portal

## Logging In

To access the Self-Care portal, visit <https://selfcare.voicecool.com> or click on "My Account" in the top right corner on [www.voicecool.com](http://www.voicecool.com).



**VoiceCool™** Broadband Phone Service

Let's **TALK**  
about cool!

[Home](#) | [Choose Your Plan](#) | [Features](#) | [How It Works](#) | [International Rates](#) | [FAQ](#) | [Sign Up Now](#) |

[My Account](#)

Enter your Portal Username and Password as provided on your Access Information Sheet and click "Enter".

Welcome to the SelfCare Web Portal

Enter your existing User Name and Password to access your account.

User Name :

Password :

## Call Settings

Click on "Settings" to configure your call rules. Select the checkbox beside the option you wish to enable/disable and click "Accept" when done.

Rules	State
Calling Line Identification Restriction	<input type="checkbox"/>
Calling Name Identification Restriction	<input type="checkbox"/>
Calling Line Identification Presentation	<input checked="" type="checkbox"/>
Calling Name Identification Presentation	<input checked="" type="checkbox"/>
Connected Line Identification Presentation	<input checked="" type="checkbox"/>
Connected Name Identification	<input checked="" type="checkbox"/>

## Call Handling Features

Click on "Features" to modify your call forwarding rules. A set of default rules named "My default rules" are already configured for you. You may rename this set of rules and change the configurations, or create a brand new set of rules customized to your preferences. Simply select the set of rules you wish to be active by clicking on the radio button under "Status".

Call-Handling :

Call-Handlings (2 / 10)	Code	Status
<a href="#">My default rules</a>	0	<input type="radio"/>
<a href="#">Vacation</a>	1	<input type="radio"/>

## Using the Self Care Portal

Click on the set of forwarding rules you wish to modify. Select the checkbox beside the feature you wish to enable/disable. Click on each feature to modify more options, such as "forward to" and amount of time before forwarding the call.

Call-Handling :  ✓ Rename

Voice portal activation code : 0

Features Type	Restricted To	To	Status
<a href="#">Call Forward Unconditional</a>	Anonymous		--
	Other	4162146363	<input type="checkbox"/>
<a href="#">Call Forward on No Reply</a>	All	Voice Mail	<input type="checkbox"/>
<a href="#">Call Forward on Busy</a>	All	Voice Mail	<input checked="" type="checkbox"/>
<a href="#">Reject Calls</a>	All		<input type="checkbox"/>
<a href="#">Call Forward on Failure</a>	All	Voice Mail	<input checked="" type="checkbox"/>

### Call Logs

Click on "Call Logs" to view your call history. If you have more than one line associated with your account, use the "Line" dropdown menu on the left to select your proper phone line.

Click on "Add" to add the number to your phone book. Fill in the contact information and assign a "Quick Dial" (Speed Dial) to the destination number.

Display :

All	Phone Book	Date	Hour	Name	N°	Nb	Call Type	Voice Mail
	<a href="#">Add</a>	02/05/07	16:45		777	4	Placed	
	<a href="#">Add</a>	02/05/07	16:45		416000000	192	Placed	
	<a href="#">Add</a>	02/05/07	16:41		9957777777	5	Missed	
	<a href="#">Add</a>	02/05/07	12:10		000000000	1	Placed	
	<a href="#">Add</a>	02/05/07	11:55		011111111111	1	Placed	
<input type="checkbox"/>	<a href="#">Add</a>	02/05/07	11:20		000000000		Voice mail	<a href="#">Listen</a>



## Frequently Asked Questions

### Introduction

#### **What is VoIP?**

VoIP stands for "Voice over IP ". It is quite simply a way of utilizing the Internet for telephone conversations. The primary advantages of VoIP are cost and convenience, as VoIP is significantly less expensive than typical telephone long distance packages. Plus one high speed Internet connection can serve multiple phone lines.

#### **What are the advantages of VoIP over analog PSTN lines?**

Besides the main advantage of lower cost, there are also many additional one-touch features and our web portal available to VoIP users that are not available on PSTN lines. These include call history, online account management, video conferencing, advanced voicemail, and more.

#### **To what phones/numbers can my VoiceCool™ phone make calls?**

Your VoiceCool phone will be able to call any phone number in the world. This can be a local number, a mobile number, a long distance number or an international number. The person you are calling does not need any special equipment, just a regular phone.

#### **What are the main benefits of VoIP?**

VoIP is a digital technology that is unlike the traditional phone system. When VoIP is used through your broadband Internet connection, it saves you the costs of additional telephone lines for making telephone calls. VoIP can save users money by reducing the number of lines and the costs and restrictions of long distance phone calls. In addition, VoIP services can offer video conversation, visual conferencing and other traditional phone features such as three-way calling, call waiting, and caller ID, which conventional phone providers charge extra for.



## Frequently Asked Questions

### Getting Started

#### What kind of equipment and services do I need?

You will need an Internet connection and a subscription to one of our VoiceCool™ plans. You will be provided with an Analog Telephone Adapter (ATA) to connect to your existing telephone, or you can install an IP Phone (Softphone will require a PC). IP Phones are provided by us, but may be purchased from any authorised reseller.

#### What kind of Internet Connection is required?

To ensure good quality a broadband/high-speed Internet connection is strongly recommended for VoIP. If dial-up services are used, certain VoIP codecs (i.e. G.711) and application qualities will not function efficiently. VoIP on dial-up connections may cause your calls to drop or you may experience poor sound quality.

#### How does one place or receive a VoIP phone call?

VoiceCool™ operates just like a regular landline. To make a call, simply dial your destination number. To receive a call, simply pick up the phone when it rings.

#### How is the call quality on VoiceCool™?

The quality of VoiceCool is just like the PSTN – Public Switch Telephone Network that you are used to.

#### Does VoIP affect my computer?

When VoIP calls are made with a phone and adaptor or a special VoIP phone, the computer system is not involved. VoIP calls can be made at anytime, even while other programs are running on your computer.

#### Does VoiceCool require a special phone?

There are no requirements for a special phone. You can use your existing phone.



## Frequently Asked Questions

### **What will happen when there is a power outage?**

The VoIP system, including broadband Internet modems, require electrical power to operate, so VoiceCool™ services do not function during a power outage. We recommend that a cell phone be used in such situations. Check out how you can benefit from super Long Distance rates on your cell phone at <http://www.smartreach.ca>.

### **What makes VoiceCool different from other VoIP services?**

There are many reasons why VoiceCool™ is different than any other VoIP service. We are truly a coast-to-coast Canadian company and pride ourselves on the quality of our personalized service. VoiceCool™ also provides customers with the most competitive long distance rates in Canada. The VoiceCool™ service uses a secure network and state-of-the-art technology thus making our service easy to use.

### **How much money would I save from using VoiceCool's VoIP services?**

At VoiceCool, we are committed to help you save! All our VoiceCool™ packages include a full range of features, which your regular phone company would charge extra for. Plus, our international rates are one of the best in the business. When you sign up for a year, you save up to two months' fees!

### **How mobile is VoIP?**

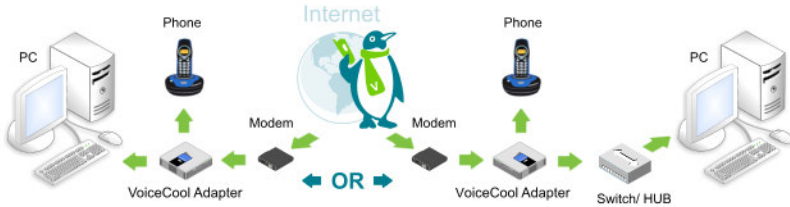
With VoiceCool™, you take a little part of home with you wherever you go. If you are a frequent traveler, VoiceCool™ is your affordable solution to keeping in touch with family and friends. VoiceCool™ works with any Internet connection, and when you travel across the world your number travels with you! Make calls back home, or to your family and friends without paying expensive long distance rates.

# Alternative Setups

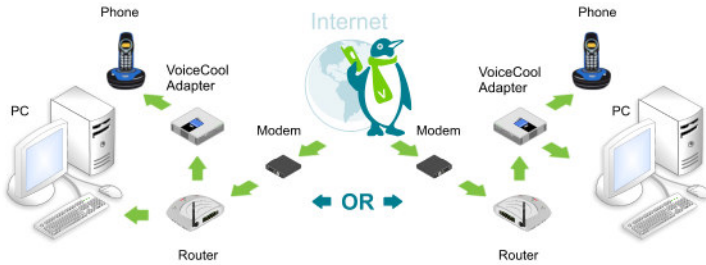
Below are various VoiceCool™ setups you can have with an Ethernet/USB Cable Modem, Ethernet/USB DSL Modem, router (wired or wireless), and a switch/hub.

## Through the Ethernet Port:

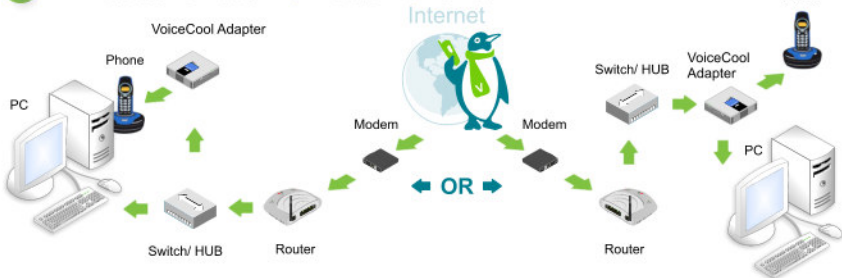
### A Broadband Modem → VoiceCool Adapter



### B Broadband Modem → Router

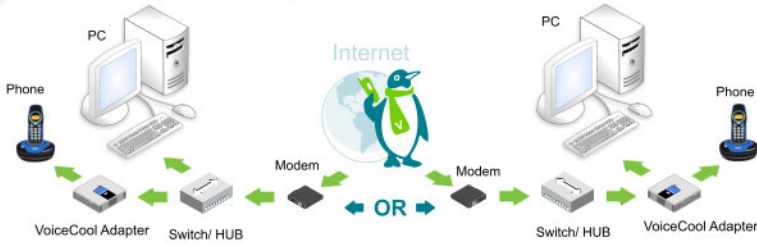


### C Broadband Modem → Router → Switch



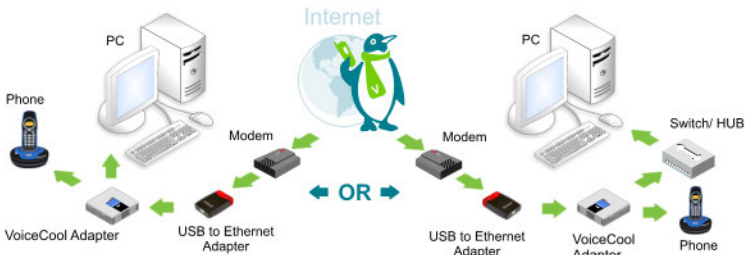
# Alternative Setups

## D Broadband Modem → Switch → VoiceCool Adapter

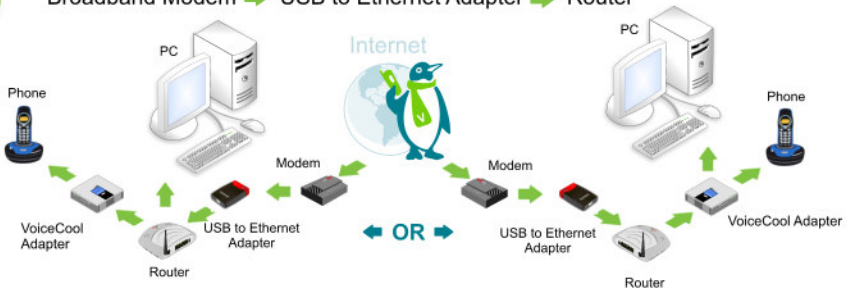


### Through the USB Port:

## A Broadband Modem → USB to Ethernet Adapter → VoiceCool Adapter



## B Broadband Modem → USB to Ethernet Adapter → Router





# Feature Descriptions

## Keep Your Phone Number

When you sign up with VoiceCool™ you can keep your current phone number. All you have to do is transfer it to your new VoiceCool™ service, which we will assist you with.

## Voicemail

VoiceCool™ records and saves any messages you receive when you can't get to your phone. You can pick up your messages using your own phone, or if you aren't home you can dial in using any touchtone phone anywhere in the world. You can also login to the VoiceCool™ web portal from any Internet connection to access your voicemail at anytime. VoiceCool™ also provides several convenient voicemail management features.

## Voicemail sent to Email

VoiceCool™ uses the Internet to send and receive your calls. This makes it easy to have your messages sent to your email address so you can listen to them from your computer or your phone.

## Click to Listen

Access your Voicemail right in the Self Care portal. All you need is a browser and you can "click to listen" to your Voicemail.

## Caller ID

The display on your phone shows the phone number of the person calling so you can decide whether or not to answer the call.

## Call Waiting

VoiceCool™ Call Waiting alerts you to another incoming call when you are on the phone and displays that caller's number. With call waiting you can choose to put the first caller on hold while you answer the second call. Call Waiting ensures that you don't miss important incoming calls and that you can get through when you make important calls to your home. When you have two calls active, any third caller will be sent to your voicemail.

## Call History

VoiceCool™ keeps a time and date record of all your incoming and outgoing calls so you can keep track of your call history.

<sup>1</sup> Phones must have call display function. (Call display function available on CoolBlue phones.)

# Feature Descriptions

## Call Forwarding with Three Settings

With VoiceCool™ Call Forwarding, you have three forwarding options: "Forward Unconditional" always forwards your calls to a second number; "Forward on busy" forwards calls when your line is busy; "Forward no reply" forwards calls when you cannot answer the phone and miss your call. You can quickly change your settings as often as you need.

## Three-way Conference Calling

VoiceCool™ provides the convenience of 3-way conference calling allowing three people to talk to and hear each other at the same time. It's a great feature for family discussions or business meetings by phone.

## Free In-network Calling

Call any of your friends, family or business associates, who are also VoiceCool™ customers, anytime, anywhere - even overseas, at no charge.

## Web Portal Management

When you subscribe to VoiceCool™ you will have secure password protected access to our website so you can conveniently manage your account and all your features.

## Speed Dial

Save all your numbers via Speed Dial settings and make calls with a simple two digit dialing.

## Phone book

Store your personal and business contacts in your VoiceCool™ phone book. You can organize and access them anytime online.

NOTES





VoiceCool™

## Important Contact Information

### Phone:

416.637.6100 (Toronto)  
604.630.6936 (Vancouver)  
1.888.9VOICECOOL  
(1.888.986.4232)

### Voicemail:

Dial \*77 from your phone  
416.883.2724 (Toronto)  
604.630.6935 (Vancouver)  
1.866.969.6688

### Fax:

416.214.6238

### Hours of Operation:

Technical Support:	24 x 7
Accounting & Billing:	Mon to Fri 9:00am to 5:00pm (EST)
Sales:	Mon to Fri 9:00am to 5:00pm (EST)

### Email:

Technical Support:  
[support@voicecool.com](mailto:support@voicecool.com)

Accounts and Billing:  
[accounts@voicecool.com](mailto:accounts@voicecool.com)

Sales:  
[sales@voicecool.com](mailto:sales@voicecool.com)

General Inquiries:  
[info@voicecool.com](mailto:info@voicecool.com)

We're always here  
if you need us.

